

WEEK IN REVIEW

A publication of the City Manager's Office

Council Meeting

May 19 (5:30 pm) - Special Council Meeting

May 26 (6 pm) - City Council Meeting Agendas (public comments are accepted via the online form)

Looking Ahead

Most regulatory boards will be meeting virtually including City Council.

Tuesday, May 19: Economic Development Auth. (canceled), Planning Commission meeting

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NEW! 5/14 - S. Pleasant Valley Road



VDOT and Public Services staff presented 11 proposed improvement concepts to City Council at the May 12, 2020 Work Session. Information about each concept as well as a public input survey, and more are available [online](#).

City Manager's Highlights

Public Works will resume Large Item Pickup services on June 1st.

Continue to plan for possible reopening of government facilities in June.

The FY21 budget was approved by City Council at the May 12, 2020 meeting. The budget will be posted online soon.

Save the date: Virtual open town hall to discuss the S. Pleasant Valley Road improvement concepts will take place on May 27 at 6 pm. Visit the project web page for participation instructions when available.

Public Safety

Winchester Police

- Conducted polygraph tests and background checks for police applicants.
- Received donation of radios for the new Hunter Edwards Memorial Gym at the Timbrook Public Safety Center.
- Attended John Handley High School cap and gown drive through and farewell ceremony.
- Released new episode of the DEFROST podcast.
- Finalized 3 general orders policies.
- Fulfilled 7 Birthday Wishes (program ends May 31).
- Recorded Spanish COVID-19 video.
- Crime stats:
 - Crimes against persons (felony) - 1
 - Crimes against persons (misdemeanor) - 9
 - Burglaries (residential) - 0
 - Burglaries (commercial) - 0
 - Property crimes - 17

Winchester Fire and Rescue

- Met with Frederick County Fire and Rescue regarding training center maintenance items that need to be addressed.
- Oversaw repair of concrete at the burn building.
- COVID- 19 documentation, meetings, and communications continue daily.
- Taught fire extinguisher usage at Firefighter Recruit Academy.
- Continued investigation of the North Cameron Street fire.
- Continued background investigations and reference checks for three firefighter candidates.

Police Activity	#
Calls for Service	557
Directed Patrols	28
Directed Patrols (OTW)	7
Extra Patrols	123
Extra Patrols (OTW)	1
Alarms/False Alarms	19/19
Crash Reports	5
Traffic Citations	9
Traffic Warnings	15
DUI/DWI	0
FOIAs Answered	3
Special Events Permits Received/ Approved	0/0 44 YTD

Fire Activity	#
Fire	3
Overpressure	0
EMS/Rescue	72
Hazardous Cond.	0
Service Call	7
Mutual Aid Given	5
Good Intent	5
False Alarms	3
Special Incident	0
Plan Review	0
Reinspections	0
Inspections	1

Emergency Management

- Attended various Virginia Department of Emergency Management/Virginia Department of Health conference calls regarding COVID-19.
- Held Motorola virtual Customer Programming Software (CPS) training for new Radio Manager.
- Distributed personal protective equipment to various departments.

Development Services

Zoning and Inspections

- Completed:
 - 43 building permit inspections and issued 17 building permits (\$138,940 valuation)
 - 72 code enforcement inspections and initiated 28 new cases
 - 1 new business reviews (0 Zoning User Permits general business, 1 Zoning User Permits home business)
 - 0 PDSP permits
- Removed 0 signs from the public right-of-way (YTD=89)

Date	Address	Description	Value
05/07/2020	736 TREYS DR	REPLACE SEWER SERVICE	\$1,800
05/07/2020	48 BELLVIEW AVE	SEPARATE UNITS	\$300
05/07/2020	2228 E PAPERMILL RD	REMODEL 19-3268	\$9,000
05/07/2020	2963 SORRELL CT	REMODEL 20-1025	\$40
05/07/2020	1536 DALTON PL	SOLAR PANELS	\$2,680
05/07/2020	2829 BALDWIN ST	REPLACE SE CABLE	\$1,500
05/08/2020	1116 OPEQUON AVE	REPLACE BASEMENT WINDOW W/ DOO	\$500
05/13/2020	12 16 S BRADDOCK ST	NEW HEAT PUMP APT 202	\$6,200
05/13/2020	729 VAN FOSSEN ST	NEW FIXTURES	\$1,000
05/13/2020	12 16 S BRADDOCK ST	NEW HEAT PUMP APT 301	\$6,600
05/13/2020	729 739 S KENT ST	REPLACE A/C & FURNACES	\$24,000
05/13/2020	729 739 S KENT ST	INTERIOR REMODEL	\$75,000
05/13/2020	729 VAN FOSSEN ST	REMODEL BASEMENT	\$4,000
05/13/2020	721 727 S KENT ST	NEW DECK	\$300
05/13/2020	729 739 S KENT ST	REPLACE FIXTURES	\$6,000
Totals			\$138,940

Winchester/Frederick County Tourism

- Participated in a NSV COVID-19 Emergency Response Team Town Hall meeting with local businesses to discuss the current situation, plans for moving forward, and resources and assistance available to local businesses.
- Participated by invite in an agritourism town hall meeting held by Congresswoman Wexton's office, along with other regional tourism offices and a number of diverse agritourism businesses through the region to hear how they are faring and what issues they are facing.
- Participated in a Zoom meeting with Virginia Tourism's Welcome Center Team discussing in detail their plans to reopen state Welcome Centers on June 1, as well as fielding questions from visitor center managers from across the state and discussing best practices and safety measures.
- Took part in a weekly Virginia Tourism call to discuss surrounding reopening strategies at the local and state level, as well as new data on the tourism impact of the virus and traveler projections through the next year.
- Attended a major COVID-19 Research Update Zoom meeting from Brand USA discussing primarily the current impact and outlook for international travel to the United States.
- Finished and printed the redesigned Map & Guide to Natural Places brochure in collaboration with SU.
- Finished, printed and installed a new welcome poster at the Winchester Regional Airport.
- Developed and implemented a partial reopening of our Visitor Center. Guests will be able to call in and our travel counselors will package maps, brochures and other requested info and provide touchless hand-off outside the front doors. The Visitor Center and restrooms are remaining closed to the public until at least June 1. We will monitor this program closely and make adjustments as necessary.

Economic and Workforce Development

- Held a Economic Development Authority special meeting; board ratified 44 small business disaster relief loans equaling \$216,894
- Prepared and researched regulatory response items for Phase I business reopening.
- Continued working with development partners associated with Winchester Towers and Kent/Piccadilly redevelopment sites
- Participated in regional COVID-19 economic town hall with members of the Northern Shenandoah Valley Economic Response Team
- Participated in panel discussion hosted by RKG Associates on community economic response.

Arts and Vitality & Old Town

- Attended Virginia Main Street training on online destination retail for Main Street communities.
- Researched best practices on outdoor seating in downtown settings.
- Produced and shared infographics and social media messaging on Phase I transition to COVID-19.
- Held meeting to discuss status and changes to summer event programming.

Planning

- Staffed the May 12 Council meeting where the Meadow Branch Ave Apartments, Phase 2 PUD rezoning request was reviewed at First Reading. Answered questions that Councilors had for staff.
- Conducted WebEx sessions with Comprehensive Plan consultants working on the Chapter 11 Redevelopment Site graphic content and the Character Map.
- Worked with S. Pleasant Valley Road STARS study consultant and City staff to review and edit proposed website content.
- Prepared and electronically distributed agenda packet for the May 21 Board of Architectural Review (BAR) meeting where a public hearing had been advertised for demolition of 49 S. Loudoun Street (former Hables RE office building) but has been pulled at the applicant's request until a later date.

Public Services

- Finished installing all of the new rooftop HVAC equipment on the Handley Library.
- Appeared as the special guest in the City's Rouss Review podcast to discuss the traffic study being completed for Pleasant Valley Road by VDOT and their consultant.
- Completed painting the new water storage tank at the end of Strothers Lane.
- Working with the City's bond counsel and the Virginia Resources Authority to prepare the bond ordinance and resolution for the utility revenue bonds that will be issued for \$33 million in project funds necessary for the ongoing utility infrastructure projects. The ordinance and resolution will be presented to City Council at the meeting (May 26) for their consideration and action at the June 9 regular City Council meeting.

Utility Capital Improvement Projects (7/1/18-present)

Measure	Past Week	Project Totals
Water mains replaced (linear feet)	0	8,292
Water service lines replaced (number)	0	372
Water meters replaced (number)	10	4,584
Sanitary sewer mains replaced/lined (linear feet)	0	6,615
Sanitary sewer laterals replaced (number)	0	111
Sanitary manholes replaced (number)	0	42
Sidewalks replaced (linear feet)	0	39,697
Sidewalks repaired (linear feet)	0	123,835

Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Streets	Streets repaved	0	.80	Lane miles
	Potholes repaired	0	52	#
	Mowing	3.31	77.03	Acres
	Miles of streets swept	25.10	1,061.09	Miles
	Tons of leaves hauled	0	58.50	Tons
Trees	Dead/diseased trees removed	1	108	#
	Trees trimmed	1	525	#
	Stumps removed	0	142	#
Traffic	Street signs Installed/replaced	22	247	#
	Pavement markings repainted (City)	0	341	Linear feet
	Pavement markings repainted (contractor)	0	5,273	Linear feet
Refuse & Recycling	Refuse collected	141.52	2,480.54	Tons
	Recycling collected	61.83	735.176	Tons
	Large item pickups	0	47	#
Transit	Total passengers	1,127	34,567	#
	Revenue miles pick up/drop off	1,856	57,054	Miles
	Revenue hours pick up/drop off	191.02	5,455.99	Hours
Utility billing	Payments processed	1,809	27,451	#
	New bills mailed out	1,735	26,575	#
	Water services turned off (non-payment)	0	125	#
Water treatment plant	Average daily water demand	4.86	5.50	Million gallons/
	Peak daily water demand	5.37	6.53	day
Wastewater treatment plant	Average daily flow treated	8.14	7.52	Million gallons/
	Peak daily flow treated	9.52	17.21	day
Water distribution and wastewater collection	Water main breaks repaired	0	7	#
	Water meters read	1,193	29,497	#
	Fire hydrants flushed	0	0	#
	Sewer mains cleaned	104	41,008	Linear feet
	After-hours call outs	4	59	#
Engineering	Site plans reviewed	2	58	#
	Floodplain permits issued	0	18	#
	Utility as-builts reviewed	1	5	#
	Right-of-way permits issued	11	185	#
	Land disturbance permits issued	0	5	#
	Stormwater facility inspections	0	6	#
	Erosion and sediment control inspections	31	489	#
	Erosion and sediment notices to comply	0	0	#

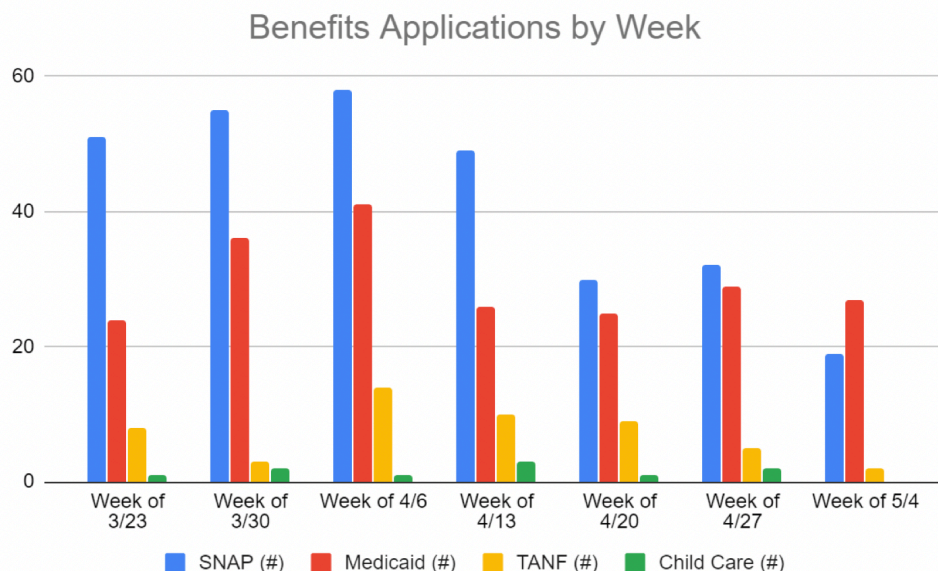
Division	Activity	Past Week	2020 Year-to-Date Totals	Measurement
Facilities Maintenance	Work requests completed	14	363	#
	Special events assistance	0	4	#
	Maintenance of pedestrian mall	26	499	Staff hours
Equipment maintenance	Total repairs completed	22	863	#
Winchester Parking Authority	Work requests completed	3	105	#
	Special events - assistance provided	0	2	#
	Vandalism or property damage issues	1	7	#
	New monthly rentals	4	62	#
	Monthly rental cancellations	20	97	#
	Total monthly leases in all autoparks	-16	1,107	#
	Available monthly spaces in all autoparks	+16	305	#
	Hourly parkers (all four garages)	330	30,675	#
	Park-Mobile transactions	84	9,720	#
	Meter violations	7	2,326	#

Parks & Recreation

- Released the 6th Triple Q sports quiz that focuses on baseball.
- Began activating plans for reopening, but the War Memorial Building remains closed to the public until further notice.
- Worked with the Communications Department to post videos of fun activities for National Parks to Kids Day. Watch
 - ABC Scavenger Hunt for Kids (all ages)
 - Jim Barnett Park BINGO (5 cards and completion certificate)
 - Bug Observation activity
 - Make Your Own Bubble Solutions and Wands
 - Adopt-A-Tree Program (Arboretum)
 - Bike Safety - Watch
- Met with Winchester Baseball and Winchester Swim Team to discuss park use when fields, pool and Rec Center reopens.

Social Services

- Received 56 Benefit Program applications: 20 SNAP, 33 Medicaid, 3 TANF, 4 VIEW, 0 Child Care, 0 Auxiliary Grant, 0 General Relief-Burial, 0 Home Energy Assistance Program
- Provided case management to: 1,605 Medicaid, 4,066 SNAP, 68 TANF, 17 Auxiliary Grant cases, 34 individuals receive VIEW services, 55 families/96 children receive Child Care Subsidy Assistance, 322 Home Energy Assistance Program.
- Key resources and updates:
 - Pandemic EBT program (*NEW*) - Virginia Department of Social Services (VDSS) will provide Pandemic EBT (P-EBT) benefits to families of school-age children who no longer have access to free or reduced-price school meals due to public school closures. This benefit is available regardless of whether a family is currently enrolled in SNAP or not. See the City's latest [press release](#) and/or <http://pebtva.com> for more information.
 - EITC text message outreach (*NEW*) - The VDSS has begun sending text message reminders to potentially eligible SNAP, TANF, and Medicaid enrollees from 2019. The messages will provide information about the Earned Income Tax Credit (EITC) and options for assistance. The text messages include the phrase: "This is Gloria from Va Dept of Social Services...". These messages are not a scam or phishing. See the City's latest [press release](#) for more information.
 - SNAP waiver of work requirement: Additional provisions of the Families First Coronavirus Response Act of 2020 allow for states to exempt individuals from complying with the work requirement. As such, effective April 1, 2020, all localities in Virginia will become until the end of the month subsequent to the month in which the public health emergency is ended.
 - Extension of certification periods for various programs: SNAP, TANF and child care expiring in March, April and May 2020 will be extended for 6 months until September, October and November 2020.
- Note: Due to the federal unemployment benefits increase, individuals who qualified for SNAP benefits during our peak of applications the week of 4/6 or who already had SNAP benefits but were approved for unemployment are now losing the SNAP benefit for being over the income limit.



Weekly Activity	#
Clients walk-ins/drop-offs	0/18
Child Protective Service (CPS) referrals /case management load	11/48
CPS family assessments & investigations of alleged maltreatment	43
Placed "on notice" for foster care entry by JDRC	6
Children in/entered/exited foster care	47/0/0
Adoption subsidy cases/adoptions finalized	49/0
Benefit program fraud & overpayment referrals/investigations/recoupment claims	3/17/89
Family Service intakes/case management load	5/5
Adult Protective Service referrals/case management load	2/5
Adult Protective Service investigations/intakes	8/2
Adult guardianships/cases	2/80
Uniform Assessment Instrument screenings	3
Interstate Compact on the Placement of Children (ICPC) case management	3

Support Services

Innovation & Information Services

- Worked on setting up tablets for new Police Department vehicles.
- Configured outdoor pool switch for connectivity.
- Continued changes to Commissioner of the Revenue personal property registration form and operators license invoice to change address.
- Reviewing Business License efficiency and online options.
- Implemented fixed personal property receipt process, including new reprint ability.
- Exported, uploaded, and reconfigured NG911 data.
- Had discussions with PubWorks vendor and Public Works department about changes to unique ID attributes within Streets/Addresses that were made due to NG911 standards. Adjusted GIS scripts based on discussion.

Help Desk Requests	Count	Closed
Account Management	6	11
Applications	24	22
GIS	3	1
Hardware	6	9
Information Only	7	10
Infrastructure	2	2
No Action Required	17	16
Not Assigned	9	3
Procurement/Disposal	0	0
Reporting	1	0
Research	0	0
Total	75	74

Communications

- Distributed the May 13 CitE-News issue. [View](#)
- Distributed a COVID-19 update newsletter for the park. [View](#)
- Handled 1 media requests for City information and staff interviews; 6 inquiries for WPD.
- Created a video for the Human Resources Safety Committee.
- Produced Park videos: ABC Scavenger hunt, Bike Safety (Parks + PD), Bug Observation, and Adopt A Tree.
- Wrote, produced and posted the newest episode of Rouss Review podcast. [Listen](#)
- Began working on materials needed for the S. Pleasant Valley Road Improvements public outreach campaign in partnership with the Virginia Department of Transportation (VDOT):
 - Created a web page using OpenGov - [View](#)
 - Created an online public input survey (using Open Town Hall software) - [View](#)
 - Created an online form for the community to submit project questions (using Open Town Hall software) - [View](#)
 - Created a presentation with the drone videos of the South Pleasant Valley Road corridor. To be posted soon.
- Edited, released and promoted the newest episode of the WPD's DEFROST podcast.
- Produced an EMS week video that will be released on May 17.
- Produced a Spanish language COVID video with the Police Department.
- Produced a VDOT STARS video with drone footage for the upcoming community input and education campaigns.
- Promoted Governor's Phase I reopening plan, the EDA's stagnant water warning for closed buildings, and the CDC's cleaning/disinfecting guidelines.
- Promoting Foster Care month on social media.

311 Requests Received	#
FOIA	2
New Recycling Bin	4
Missed Trash/Recycling Collection	-
Trash on Property	-
City Tree Issue	-
Traffic Signal Issue	-
Dead Animal in Road	-
Ask a Question	-
Stormwater Drainage Issue	-
Pothole	-
Street Light Out	-
Tall Grass	-
Water/Sewer Service	1
Citibot	-
Total/YTD	7/203

Date	City Press Releases/Related Press Releases
5/11	Virginia to implement Pandemic EBT program - read
5/13	Winchester Police reopen, seek leads in 45-year-old case - read
Date	Articles in <i>The Winchester Star</i>
5/11	Police: Two men stabbed in street fight
5/13	Winchester Public Schools must cut \$1.8M from FY21 budget

Date	Articles in <i>The Winchester Star</i>
	EDA's relief fund tapped after just 1 month
	House fire under investigation
	Handley principal leaving as citizens demand transparency from School Board
	Open Forums: Deeply disappointed in Winchester School Board
5/14	Winchester police reopen 1975 murder case
	Council approves reduced spending plan for FY21
	COVID-19 economic response team urges optimism
5/15	Praying mantis part of Parks and Recreation video project
	Winchester City Council considers Pleasant Valley traffic improvements
	Letter to the editor: Thankful for renewed attention to cold case
	Open Fourm: Handley, we have a problem...but where?